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Dated: October 24, 2003

Signature:

David R. Burns  
(David R. Burns)

Docket No.: APB-017  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Lundy Lewis

Application No.: 09/577225

Confirmation No.: 4215

Filed: May 23, 2000

Art Unit: 3629

For: METHOD AND APPARATUS FOR SERVICE  
LEVEL MANAGEMENT (SLM)

Examiner: T. Nguyen

**RESPONSE TO RESTRICTION REQUIREMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**  
OCT 28 2003  
**GROUP 3600**

Dear Sir:

In response to the restriction requirement set forth in the Office Action mailed September 29, 2003 (Paper No. 11), Applicant hereby provisionally elects claims 1-13, 19-27 and 14 for continued examination.

Applicant believes no fee is due with this response. However, if a fee is due, please charge our Deposit Account No. 12-0080, under Order No. APB-017 from which the undersigned is authorized to draw.

Dated: October 24, 2003

Respectfully submitted,

By David R. Burns  
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